INTERNAL HELP DESK

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WHY DO WE HAVE AN INTERNAL HELP DESK??

* Users urgency to solve a "problem."

* Users frustration in waiting for a response from the Help Desk.
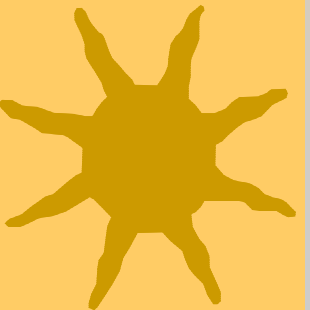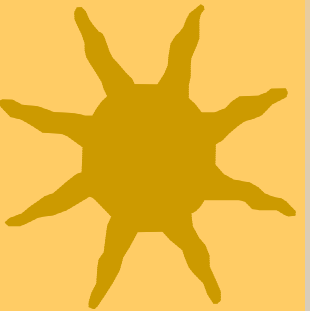
* Users may not know or understand what the WISACWIS Help Desk Personnel are directing them to do.

BENEFITS OF AN INTERNAL HELP DESK

* Less down time for users.

* More productivity.

* Less frustrations.

* Happier users.

HOW DOES IT WORK??

A "SUPER USER" STEPS FORWARD

* An existing staff member with a vested interest in the project volunteers (or is appointed) to the position of "SUPER USER."

* He or she will make themselves familiar with the WISACWIS Environment and helpful websites to monitor changes and useful tools. (Really.. they are there !)

* Staff is informed that when they have a problem, seek out the Super User.

* Super User may already be aware of problem and able to utilize a workaround or solve the problem in seconds or minutes rather then hours.

* Users can still utilize E-WISACWIS Help Desk and the websites when Super User is unavailable.

* Super User assists users in solving the problems and answering questions regarding the WiSACWIS Application.

* Super User will have on hand How Do I Guides for quick references.

* Super User will review E-WISACWIS Website and forward information to appropriate users.

★ Super User establishes a working relationship with E-WISACWIS Help Desk.

★ Super User establishes working relationships with internal IS department.

- Super User tracks time spent and will report to the Help Desk any trends of problems or questions for future training issues.

- Super User may initiate "mini training sessions" at staff or unit meetings for routine things. (i.e how to search, basic case and person maintenance)

HOW MUCH TIME IS INVOLVED??
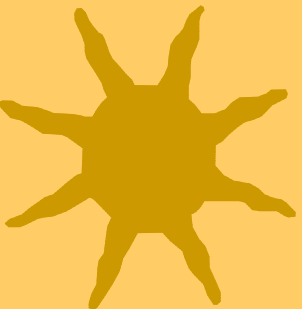
★ Actual time spent in any given week varies.

★ The week after a build is usually the most time consuming (1 hour to as many as 10 hours a week after a build/new release) as users appear to be slightly confused when they see new screens or variations of screens.